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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

12/03/01  
PTO

10/005828  
12/03/01  
100 U.S. PTO

Docket No. AUS920010948US1  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Date: 11/3/01

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

MICHAEL WAYNE BROWN, DAVID R. CHENG, WING-YING STEPHANIE LEUNG, FOLU OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS AND SCOTT LEE WINTERS

For: EXPERT HOLD QUEUE MANAGEMENT

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

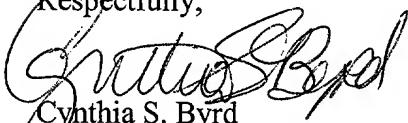
23 Pages of Specification including an Abstract  
 8 Pages of Claims  
 6 Sheet(s) of Drawings (INFORMAL)  
 4 Declarations and Power of Attorney  
 1 Assignment of the invention to IBM Corporation  
 Recordation Form Cover sheet, Form PTO-1595  
 Information Disclosure Statement, PTO 1449 and References 21

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	20	-20 =	X \$18 =	\$0.00
Independent Claims	6	3 =	X \$ 84 =	\$252.00 (252.00)
Multiple Dependent Claims	0		X \$280 =	\$
<b>Total Filing Fee</b>				<b>\$972.00</b>

Please charge \$ 972.00 to IBM Corporation, Deposit Account No. 09-0447.  
 The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.  
 Any additional filing fees required under 37CFR § 1.16.  
 Any patent application processing fees under 37CFR § 1.17.

Respectfully,



Cynthia S. Byrd

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